

Strategic Plan

December 2017 Update

Policy/Procedure Roll Out/WIOA Implementation

We have seen significant changes in regards to communication occurring with the State Rehabilitation Council and IVRS internal staff regarding how the agency addresses Policy and Procedure changes. Brandy McOmber, Resource Manager, has been tasked with being the point person for this effort. The following is a summary of her presentation to the State Rehabilitation Council in December, 2017.

RSB Policy Discussion

Presented by Brandy McOmber.

1. Highlighted the changes in policy and action IVRS took that we made from feedback provided from the last SRC meeting. Provided copy of "SRC Policy Discussion Summary Sept. 19, 2017" that includes the action steps taken:

- Post-Secondary Policy: at this time IVRS has updated the post-secondary fee schedule due to the need for authorizations to occur for students in January; this decision was made to make the rates more equitable for our job candidates. We are currently working on the post-secondary policy and it is a work in progress. Once we have a draft on this around February we hope to make decisions on it in May including Coordinating Council and SRC and then provide training to our staff on this policy after that.
- Referral Policy: assured that wording reflects guardian signature is not required until intake.
- Self-Employment: this was presented to the SRC when Brandy was on maternity leave; all suggestions that were presented have now been updated in policy.
- Appeal Policy: Kelley Rice will be presenting this later in the SRC meeting.
- Job Retention: proceeded with recommended changes which included removing the requirement to have proof the job candidate is losing a job.
- Career Counseling: proceeded with action steps listed on the document presented.
- Rehabilitation Technology: revised policy based on recommendations -- see document presented.

Kenda suggested that feedback on policy be submitted timely and when requested. IVRS submits policies through the Coordinating Council then through the SRC. Once recommended changes are updated in policy, it is difficult to receive comments on the same policy already approved and have to start the process over. Please assure you understand the policy and ask the questions you need for clarification so this process does not need to be repeated for the same policy.

2. Brandy suggested that the SRC committee should consider structuring committee meetings and work groups to review policies so on a quarterly basis so they have familiarity with the sections IVRS is looking at in Coordinating Council. This would be helpful to the SRC members as they would have a better opportunity to ask questions, identify areas they want more information on, and present issues. Brandy

recommends that part of their work group meetings include a discussion on policies then spending time in between meetings as homework to review the policies.

3. Changes to Coordinating Council process:

- Brandy discussed the new process for the Coordinating Council. The plan is to meet every other month in person or via technology. Each area office has one representative on the Council. The other members will include Page Eastin (CAP), Sandy Ostendorf with IVRS (to discuss IRSS and clerical issues impacting policy), Jyl Huskey with IVRS (to discuss financial issues impacting policy) and Brandy McOmber with IVRS (to act as facilitator). Initially, the Council will begin by reviewing several policies from the policy manual prior to each meeting. IVRS Council members from the area offices will be expected to review these themselves and present them to their offices so they can bring a consensus of recommended changes to the Coordinating Council meeting. Other members should review policies and bring the comments/recommendations to the meetings as well. We are looking for recommendations for change, not just the issues. We will try to reach a majority consensus at the meeting that doesn't go against regulations, and Brandy will draft new policy with those changes. This will be presented to the IVRS management team for review and then presented to the SRC. Once all comments/suggestions are received, policy will be updated and once updated will be presented to the Coordinating Council and SRC once again to demonstrate action taken. Policy will only be updated in our policy manual twice per year to not overwhelm staff and also to allow for meaningful training of staff to take place as well. Once all policies are updated, the Council will review the Menu of Services manual the same way and provide those comments to Lee Ann for updates.